<u>Standard operating Procedure (SOP) for HGO Online Application</u>

General Instructions - The PTO website **http://haj.nic.in/pto** is best viewed in the browsers Google Chrome, firefox and Internet Explorer with standard resolution of 1024x780 and above. The link is also available on Haj division main website **www.haj.gov.in** home page. To operate website smoothly, we recommend to use dedicated internet connectivity with minimum speed of 512 kbps mbps.

The online HGO portal have the facility to fill the forms in various stages, once the form is finally submitted, the entered data and documents can't be altered/modified. Please fill the online form carefully and in case any ambiguity noticed on online data and uploaded documents, your online application similarly will be rejected without any further intimation.

Hardware Required - Desktop computer, high /Normal speed Scanner, printer and dedicated network connection with minimum 512 kbps speed.

Note - Prior to fill the form online, please make sure that all required documents should be scanned as per given specification with minimize size of file to avoid any failure while submitting it online.

<u>How to scan the documents to upload online -</u>

The documents should be scanned in black and white, grey scale with resolution size 100-200. The size of one single page documents should not be more than 100 KB in size. The multiple pages can be scanned and saved in pdf format to upload on HGO portal. The maximum size of each multiple pages should not be more than 2 MB. Please do not upload the documents with color scanning except photograph, letter head and any other certificate. For your convenience, the maximum allowable size of each document is defined in the below table.

1	PAN CARD of Directors/Partners	500kb
2	Certificate issued by MEA/Moma	1 Mb
3	Agreement with Licence Saudi Umrah Operators	1 MB
4	Demand Draft of Application Fee	100 kb
5	TDR Document	500 kb
6	Audited Balance Sheet with P&L Statement	2 MB
7	Detailed ITR with acknowledgement	9 MB
8	Tax audit Report including 3CD	4 MB

9	Copy of Tasreeh	5 MB
10	Hotel Invoice of accommodation booking	500kb
11	Hotel payment receipt for booking	500kb
12	Proof of Air Tickets purchased	1MB
13	Proof of payments made for Air Tickets	1MB
14	Proof of purchase of foreign currency	1MB
15	Munazim ID Card, passport and visa pages	500kb
16	Drawing Layout of shop/office	500kb
17	Service Tax /GST Certificate	500kb
18	Office Area Certificate	500 kb
19	Affidavit as per clause 21 of Annexure C of PTO policy	2MB
20	Shop/office Address proof document	500kb
21	Affidavit as per clause x of annexure B of PTO policy	2MB
22	Model agreement copy , clause ii of Annexure A	2MB

PTO Login Screen

Forget password Menu - If you have registered successfully and application number has been generated and sent though email and sms, but unable to login further, please use the link forget password and provide the login id/ application No.

Click on **Registration for PTO**, if you are going to apply online first time through PTO portal and Agreed on Term and conditions of HAJ 2018, Accept the T&C and fill the details as mentioned in the below form -

Term and Conditions!

Please read all Terms and Conditions carefully before applying for Registration:

1. All documents must be in the name of the applicant PTO and must be dated prior to the last date for submission of the application.

2. PTO with adverse Police report or involved in criminal court cases will not be considered at all.

3. PTOs that misrepresent or mislead the authorities in their application and documents should be automatically debarred from applying for at least 5 subsequent years besides forfeiture of security deposit.This debarment will apply to all companies /firms in which that director/proprietor/partner of the debarred firm is present .provided that blacklisting is given to the PTO concerned.

4. Only one member of the family would be eligible for registration for Haj-2018. Hence only one member of family should apply for registration. Family will include wife and dependent children. In case more than one member of a family satisfy the eligibility conditions and if one of them is a lady, the lady would be given preference for registration to the exclusion of others and if there is no lady, preference would be given to the member is the oldest in the business for registration for Haj-2018. " No applicant can apply in more than one PTO in his/her capacity as Director/Partner/Proprietor

Accept   Cancel

Registration page

Registration For PTO

Applied Category Type :	Total Haj Experience :	Annual Turnover (in crore) :
Select Category Type	0	1 Cr

Travel Agent Name :	Travel Agent Address :	Email Id :

Mobile Number:	Office Address Same as Previous:	
	Yes ● No	

Office Address Line1	Office Address Line2	Office Address Line3

Office State	District	Pin Code
--Select State--	--Select District--	

Genrate OTP	Enter OTP	
OTP		

Submit

Select the desired category Type (I or II) for which you are going to apply, Total Haj Experience in years , annual turn over and generate the OTP. The OTP is valid for 30 minutes. Enter the value of OTP and verify the details such as Name, address, email id and Mobile no etc. In case you are not registered earlier as CAT-I/II, you may apply as a fresh and follow the steps as mentioned here. Now enter address where PTO office is located, officiating state, District and Pincode and press the submit button. After submit button, the system it-self generates the unique application number which can be used for future reference purposes to track the status. Now login with generated application no and password. Both the details has already been sent on your registered mobile no and email id.

Option Menu 1- Basic Information page

All Basic information which were entered at the time of registration displayed here and changes can be made, in case any discrepancy is found other than State and District. Now enter other details **Year of Firm establishment, Type of Firm, No of Representatives, Quota allotted by MEA/MOMA earlier, present office address and reason of change of address, if present address and previous address is not same,** Name and designation of the person who will submit the signed hard copy of the application along with requisite documents to Haj Division.

Option Menu 2 - Partner/Director Details

The details of all Directors of the PTO Firm should be filled here and upload the copy of his/her PAN card. Successfully saved details of all Directors displayed on the down-side section, which can be edited or deleted prior to final submission of the form. The maximum allowable size to upload the scanned pdf copy of PAN CARD document is 500kb.

Fill Partner Details

* Left Firm Representative to be entered: 1

Firm Representative Name:

Firm Representative Email ID:

Firm Representative Mobile No.:

Firm Representative Aadhaar No.:

Firm Representative PAN Card No.:

PAN Card Upload (pdf only):
Choose File No file chosen

Key Person:
○ Yes ● No

Submit   Next

Option Menu 3- Previous Quota MEA/MOMA Details -

During the preceding years, HAJ quota allotted through Ministry of External Affairs/Minority Affairs to the PTO firm in any category (I/II) should be mention here along with following details -

Category Type - Select the relevant category in view of mind that you have to fill all the details since year 2002 onwards for all the categories under which quota allotted to the PTO firm.

Category No - Enter the category No / CAT File No for which quota allotted to PTO firm. In case quota is allotted under both the categories (I & II), then you have to mention all File No.

MOMA/MEA Registration No - Define the Registration No allotted by Ministry (External Affairs/Minority Affairs).

Year Of HAJ - Select the year of HAJ in which quota allotted to the PTO Firm.

HAJ Quota - Enter the quota allotted to the PTO firm during the selected year.

Registration Certificate - Upload the scanned certificate issued by Ministry (External Affairs/Minority Affairs). The size of certificate should not be more than 1MB in size. Please read the instructions written on first page for scanning of document.

Previous Quota Details

*Left Hajj to be entered: 0   *Left Umrah to be entered: 5*

Category Type
Umrah ▼

Category Number:

MEA/MOMA Registration Number

Year Of UMRAH
--Select year-- ▼

No. Of Pilgrims
0

Agreement with Licence Saudi Umrah Operator
Choose File   No file chosen

Submit   Next

Option Menu 4- Security Deposit Details-

Enter all the details related to the security deposit (FDR/TDR) as mentioned here

Bank Name   - Name of the bank as mentioned on the FDR/TDR certificate.
FDR/TDR No- Certificate No as mentioned on the FDR/TDR.
FDR/TDR Amount- Enter, the value of FDR/TDR as mentioned on the certificate.
TDR in favor of - Name of the bank/Institution who issued the FDR/TDR.
TDR Date - Enter the issue date of TDR/FDR as per certificate.
Maturity Date - Enter, maturity date of FDR/TDR.
TDR Document - Upload the scanned document of TDR. The size of scanned document should not be more than 500KB.

Security Deposit Details

Bank Name

FD/TDR Number

TDR Amount
0.00

TDR In Favour of

TDR Date
dd-mm-yyyy

Maturity Date
dd-mm-yyyy

TDR Document
Choose File   No file chosen

Submit   Next

Show 10 ▼ entries   Search:

S.No ↑↓	File Number ↑↓	Bank Name ↑↓	TDR Number ↑↓	TDR Amount ↑↓	TDR Infavour ↑↓	TDR Date ↑↓	Maturity Date ↑↓	Action (View / Edit / Delete)
				No data available in table				

Showing 0 to 0 of 0 entries   Previous   Next

Option Menu 5 - Turnover Details

Financial Year - Select the desired financial year
Turnover   - Turnover of the PTO firm only from Haj/Umrah work
Total Capital - Total Capital amount in the selected financial year
Capital employed - Total capital employed in the selected financial year
Audited Balance Sheet - Upload the CA certified copy of Audited Balance sheet. The size of scanned pdf document must be below 2MB

Details entered here can be edited or deleted prior to finalization of online form.

Details of Turnover of the PTO

Financial Year:	Turn Over(from Haj/Umrah Services(in Rs.))	Total Capital(in Rs.)
--Select Financial Year--	0.00	0.00
Capital employed(in Rs.)	Audited Balanced Sheet With Profit and Loss Statement	
0.00	Choose File No file chosen	

Submit   Next

Option Menu 6 - ITR Details

Financial Year - select the desired financial year
Gross Income - Enter the gross income as per ITR
Tax Paid   - Enter the value of actual tax paid
Net Income   -   Net income of the firm as per ITR
ITR Type   -   Type of ITR, i.e. I, II, IV etc
Detailed ITR -   Upload the scanned copy of Detailed ITR along with
                  acknowledge receipt.
Statutory Audit - Upload the Certified copy of Statutory audit Report.
Tax Audit Report - Upload the copy of certified Tax audit report.

The maximum allowable size of detailed ITR and Tax Audited Report document must be below 2MB each. The uploaded document can be viewed/edited/deleted through downside tabular format menu as shown here -

Fill ITR Details

Financial Year:	Gross Income:	Tax Paid:
--Select Year--	0.00	0.00
Net Income:	ITR Type	Detailed ITR (With Acknowledgement)
0.00		Choose File No file chosen
Tax audit Report(Including form 3CD of Income Tax)		
Choose File No file chosen		

Submit   Next

Option Menu 7 - Agreement / Tasreeh Details-

In this option menu , you have to mention the details of the accommodation provided to the pilgrims during last HAJ visit.

Location   - Location where pilgrims stayed during HAJ.

Building or Hotel - Name of the building / Hotel, where pilgrim stayed.

Building Name   - Name of the building where hotel is situated.

Distance from holy Place - Distance from holy place in Kms. Please enter distance as 0.1km, 0.5kms, 1.0 kms, 2 kms. etc.

Building Number - Building number provided by local authorities.

Building License No - Building License no issued by competent authority as per documentary evidence.

No of Pilgrims - Total No of pilgrims stayed in the Hotel

Contract Amount in SAR - Enter total value of the contract amount which was committed to the owner/manager.

Contract Amount (INR) - The value of the contract amount in equivalent indian rupees.

Copy of Tasreeh - Attach scanned copy of the Agreement/Tasreeh document with english translation. The maximum allowable size of scanned Tasreeh is 1MB.

Hotal Invoice - Upload the scanned copy of Hotel invoice provided by Hotel authorities. The maximum allowable size of scanned invoice is 500kb.

Hotel Payment Receipt - Upload the scanned copy of the receipt /payment made to the vendor/manager along with bank statement where hotel payment transaction is shown. Maximum allowable size of scanned receipt is 500kb.

Agreement/Tasreeh Details for Accommodation

Location	**Select Building OR Hotel**	**Building Name**
--Select Location-- ▼	Building ▼	
Distance From Holy Place (in km.):	**Building Number**	**Building Lic.No**
0.00		
Contract/Tasreeh number:	**Date Of Contract:**	**Begning Date Of Accommodation:**
	dd-mm-yyyy	dd-mm-yyyy
No. Of Pilgrims:	**Contract Amount in SAR**	**Contract Amount in INR**
0	0.00	0.00
Copy of tasreeh(With english translation)	**Hotel Invoice**	**Hotel Payment Receipt (along with Bank Statement)**
Choose File No file chosen	Choose File No file chosen	Choose File No file chosen

No file chosen

Submit   Next

Option Menu 8 - Air Ticket Details-

Enter the details of Invoice of Air Tickets booked for last HAJ visit conducted by PTO firm.

Vendor Name - Name of Vendor/AirLines through which tickets are booked.

Ticket Date   - Date of the Air Ticket as per invoice.

No of Tickets - Enter No of Tickets booked for Haj visit.

Ticket Amount-Enter the amount of air tickets.

Proof of purchase - Upload scanned pages of invoice where air ticket details are shown. Maximum allowable size is 1MB.

Proof of payment - Upload scanned pages of confirmation receipt of payment mode such as RTGS/NEFT/Cheque/DD etc. Maximum allowable size is 1MB.

 In case tickets are booked in lots, you may enter multiple entries, which can be edited/deleted prior to final submission of form.

Air Tickets Details

Vendor Name	**Ticket Date**	**No. Of Tickets**
	dd-mm-yyyy	
Ticket Amount	**Proof of Purchase(Invoice and Receipt)**	**Proof of Payment(Bank Statement)**
0.00	Choose File No file chosen	Choose File No file chosen

Submit   Next

Show 10 ▼ entries   Search:

S.No. ↑↓	Vendor Name ↑↓	Ticket Date ↑↓	No. Of Tickets ↑↓	Ticket Amount ↑↓	Ticket Doc ↑↓	Bank Statement Doc ↑↓	Action (Edit / Delete) ↑↓
			No data available in table				

Showing 0 to 0 of 0 entries   Previous   Next

Option Menu-9 Foreign Currency Purchased Details-

Enter the details of the Foreign currency purchased during the conduct of last HAJ visit -

Bank / Vendor Name - Name of Bank/Vendor through which Foreign currency purchased.

Date of Purchase - Enter the date of purchase as per bank voucher/invoice

Purchase Amount - Enter the amount of foreign currency purchased.

Proof of purchase - Upload the scanned document of Invoice/Receipt. Maximum allowable size is 1MB.

Here, you can enter multiple entries, in case currency purchased on different dates.

Menu Option 10 - Munazim Details

The munazim details should be enter as per Munazim card issued by Kingdam of Saudi Arabia with passport no and its validity. Other details which are mandatory on portal is as

Name of PTO mentioned on Munazim Card
Name of Responsible Person Mentioned on Munazim Card
Munazim Card No.
Name of Person Mentioned on Haj Visa Pages
Passport No Mentioned on Haj Visa
PTO Name Mentioned on Haj Visa Pages
Munazim ID Card Doc and copy of Passport/Haj Visa Pages to be upload here. The size of all single pdf scanned document must be below 500kb.

Fill Munazim Details

Name mentioned on Passport

Passport No.

Passport Valid Upto
dd-mm-yyyy

Name of PTO mentioned on Munazim Card

Name of Responsible Person Mentioned on Munazim Card

Munazim Card No.

PTO Name Mentioned on Haj Visa Pages

Name of Person Mentioned on Haj Visa Pages

Passport No. Mentioned on Haj Visa

Munazim ID Card Doc and copy of Passport/Haj Visa Pages
Choose File No file chosen

Submit

Next

Menu Option 11- PTO Agreement in KSA

In this option, the PTO has to furnish details related to agreement with Kingdam of Saudia Arabia. These details are -

Haj Year
Maktab No
Name of Service Provider
Likely date of arrival of pilgrims in KSA
Likely date of departure of pilgrims from KSA
Type of Transport arrangement in KSA
Coupon Rate
Route
Name of local correspondent in KSA
Address of the local correspondent
Phone/mobile no of local correspondent
Date of Orientation/Training program
Venue of Orientation/Training program

Option Menu 12- Branch Details- The PTO branch details are must, if PTO have more than one office in India/other states.
The details of branch such as Address, State along with Registration No is must.

Option Menu 13 - Other Document Required -

All documents type as mentioned in the drop-down list is compulsorily to be upload in this section. Please scan the relevant pages and upload against each selected document.

Once the form filled completely, you may preview the application and take the print of the finally generated application form. In case details on the given menu's are in-complete, the pdf form will not generate. The PTO has to sign on printed form on the space provided and send a hard copy along with all scanned and upload documents prior to last date.

Note - The PTO has to regularly check the status of the application through application/login id provided at the time of registration and in case any document is in-complete or additional information is required, the same may be upload again on the portal. The reply of query raised will also be intimate on registered email and mobile number.

For any query or feedback about the system, please write us on support-hajdivision@nic.in.

Technical Team
HAJ Division
Ministry of Minority Affairs